

# NETWORK MANAGER REPORT

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AUGUST 2007

SUBMITTED BY Sloane Wright, General Manager

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## OVERVIEW

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### Operations

August was a very busy month for AI with license renewal season beginning. AI completed five updates to current applications in preparation for 2007 fall renewal season. In addition to these achievements, AI launched two new applications to production, and launched one new internal application.

Highlights for the month were:

- The month of August brought exciting numbers for the Alabama Board of Home Medical Equipment Service Providers. The department saw over a 400% increase in the number of users on the application from August of 2006.
- During the month of August the Alabama Department of Insurance processed nearly 6000 transactions which is more than a 75% increase from August 2006.
- AI proudly launched the Alabama State Board of Auctioneers license renewal application. This application will allow auctioneers and apprentices to renew their licenses online.
- During the month of August, the Department of Conservation and Natural Resources had over a 70% increase in the adoption of their online (internet-user) hunting and fishing licenses from August of 2006.
- AI launched a new application for the Alabama Board of Respiratory Therapy. This application will allow respiratory therapists to renew their licenses and enter their continuing education credits online.
- The Alabama Board of Physical Therapy has seen an online adoption rate of 85% in August which is up 20% from August 2006.
- AI launched an internal application in the month of August which will allow employees to easily look up licenses for all partner agencies. This application will significantly increase AI's ability to provide quality customer service.
- The Alabama Real Estate Appraisers Board saw nearly a 30% increase of online renewals in August 2007 compared to August 2006. Updates to this application were also completed and launched in this month.

## **Marketing**

The marketing team spent the month of August focusing on renewal season as well as kicking off a couple of big projects. The corporate marketing conference is right around the corner and we are expecting to hear the results of the best of the web competition. The last third of the year is a busy time for us as renewal season gets into full swing and many year-end deadlines get closer and closer.

AI has drop shipped the marketing booklet to every executive director and IT director of every state agency. This booklet has already been well received by many of our other portals. Alabama has again set the standard for a strategy which will be used in many other states. To further endorse the great things that are coming from Alabama, the digital files will be placed on a CD to distribute to the other NIC subsidiaries at the marketing conference in September.

Jim Burns, the State's CIO, participated in an interview with Carolyn Hutcheson of WTSU-89.9. The interview aired on August 30<sup>th</sup> and covered a wide array of information about alabama.gov. The link for the interview has been included on the portals podcast section for listeners to download and learn more about the site.

The interview can be accessed via the following link on the WTSU website:

<http://wtsu.troy.edu/wtsu-fm/>

## **Customer Service**

August was a busier month with customer service due to many license renewal seasons beginning. AI continues to help visitors to the alabama.gov site through live chats and customer service phone calls as well as offline chats through our support email system. The customer service team at AI answered nearly 900 live and offline chats in the month of August and many more phone calls with general questions about various state services and online applications.

## **Development**

The AI Dev-Share team had three meetings during the month of August. During the first meeting the team discussed the CDC environment for both test and production. The Developers went over the current layout and how everything functions together as well as talked about the plan for migration to the virtual server environment for both test and production. The second meeting focused on CVS and the enhanced methods for archiving the various source codes and keeping them up-to-date. During our third meeting we discussed the new license lookup application. We went over how to setup each of our applications so they would work with the lookup system as well as how the lookup system functions behind the scenes.

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## PROJECT REPORT

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### Completed New Applications for 2007

Agency	Application	Description	Date Completed
Alabama Defense Force	Website Redesign	A redesign of the Alabama Defense Force Website	01/15/2007
Alabama Board of Cosmetology	License Renewal	Allows for 13 license types to renew and pay online	02/07/2007
Alabama Department of Revenue	Business Privilege Tax – Privilege Shares Extension	Allows taxpayers to file a Privilege Shares Extension online	02/28/2007
Alabama Department of Revenue	Excise tax extension	This service will allow for online excise tax extensions.	03/02/2007
Alabama Department of Revenue	Consolidated Financial Return	Online Consolidated financial return	03/02/2007
LP Gas Board	Online motor fuel decal requests	Online motor fuel decal requests	03/20/2007
Electrical Contractors Board	License Renewal	This application will allow contractors to renew their license online	05/31/2007
Alabama Department of Public Safety	Merchant Services for Reinstatements	This application replaced an existing system which was expiring.	06/07/2007
Alabama Real Estate Commission	Instructor Renewals	Renewal application for instructors	06/15/2007

Alabama Real Estate Commission	Course Renewals	Renewal application for courses	06/15/2007
Alabama Board of Respiratory Therapy	License Renewal	This application will allow respiratory therapists to renew their licenses online.	08/01/02007
Alabama State Board of Auctioneers	License Renewal	This application will allow auctioneers and apprentices to renew their licenses online	08/15/2007

### Completed Updates for 2007

Agency	Application	Description	Date Completed
Alabama Department of Public Health	EMS Renewal Updates	Updates to an existing application for the new year. New updates included code changes for business requirements	01/02/2007
Alabama Department of Revenue	FTP Updates	This is an update for the FTP at ADOR	01/08/2007
Alabama Board of Nursing	Database Switch	This is an update for an ABN database.	01/14/2007
Alabama Real Estate Commission	Update AREC Education application	Update validation routines for education app	02/27/2007
Alabama Board of Nursing	Update for license verifications	Update for license verifications	03/06/2007
Alabama Department of Conservation and Natural Resources	Update for Call Center; Switching partners	Researching and partnering with a new call center for telephone licenses	03/20/2007

Alabama Department of Conservation and Natural Resources	Update for online canoe platform request	Update will allow users to see when dates are available for platforms	03/21/2007
Alabama Department of Conservation and Natural Resources	Update for Batch License Report	Updates to allow for new batch license reports	03/26/2007
HVAC	Survey Update	This update provides a survey on the current application	05/01/2007
Alabama Department of Finance, ISD	alabama.gov version 5	Update of alabama.gov for 2007	05/28/2007
State Motor Pool	Update to only allow 5 day rentals	Update to only allow vehicles to be rented for five days	05/21/2007
Alabama Department of Conservation and Natural Resources	Additional counties added; plus updates to previous site	Alligator Hunt Request	05/31/2007
Alabama Department of Public Health	History Update	Public Health facility renewal history archiving system.	06/21/2007
Alabama Foresters	2007 License Year Updates	2007 License Year Updates	06/30/2007
Alabama Department of Mental Health and Mental Retardation	Phase 2 Case manager training (agency)	This phase will allow agencies to get access to the case manager training information	07/15/2007
Alabama Board of Interpreters and Translators	2007 Updates	Additional fields added to current application	08/01/2007

Alabama Board of Physical Therapy	2007 License Year Updates	Update allowing business type to be selected.	08/01/2007
Home Builders Licensing Board	2007 Updates	Updates to existing license renewal application	08/10/2007
Home Medical Equipment Service Providers	2007 Update	Added American Express, Discover, and E-check as methods of payment	08/09/2007
Real Estate Appraisers Board	Update to renewal application	Will focus on CEs and the new renewal year	08/10/2007

#### In Testing...

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Headquarter Updates	This service is an update to the headquarter application.	This application is in agency testing.	February 2006
Alabama Board of Nursing	Initial License for Advanced Practice Nurses	This service will allow Advanced Practice nurses to apply for licensure online.	This application is in agency testing.	September 2005
Alabama Department of Public Safety	Merchant Services	This application will allow credit card payments.	This application is in agency testing.	October 2006
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is on hold by the agency.	April 2006

Board of Optometry	License renewal	Online application for license renewals	This application is in testing	March 2007
Secretary of State	UCC Searches	Application to redact SSN from UCC documents	This application is in testing	August 2007
Alabama Board of Cosmetology	Salon Renewals	Application to allow salons to renew their license online	This application is in pre-project planning.	August 2007
Alabama Board of Cosmetology	Booth Renewals	Application allow cosmetologists to renew their booths online	This application is in pre-project planning.	August 2007
CIO's office	Trucking Portal	Portal for truckers moving through Alabama	This application is in pre-project planning.	June 2007
LP Gas Board	Permit Renewals	Application for permit A, B and B1 to pay online	This application is in pre-project planning.	September 2007

#### In Development . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Public Health	EMS facility renewals	Allows brick and motor buildings to renew licenses	This application is in development	TBD
Alabama State Board of Veterinary Medical Examiners	License Renewal Application	Online application for license renewals	This application is in development	October 2007
Alabama Licensure Board for Interpreters and Translators	Certificate generation	Application to allow the printing of certificates online	This application is in development	TBD



Alabama Board of Nursing	LPN Updates	This update will be for the LPN application	This application is in development	August 2007
Alabama Department of Conservation	Hunter Ed Duplicate ID, Merchant Service	Allows certificate holders to order a new card online.	This application is in development	July 2007

#### Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Department of Conservation and Natural Resources	add renewal and gift option to subscription	Allows citizens to pay for subscription, gifts, or licenses at same time	This application is in the pre-project planning phase	July 2007
Alabama Department of Revenue	PSE Receipt Update	Will place barcodes on all receipts	This application is in the pre-project planning phase	August 2007

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#### SERVICE REQUESTS

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##### Service Request #132

##### Alabama Board of Nursing – Conference Registration and Payment Portal

Alabama Interactive requests and recommends this service for the Alabama Board of Nursing is added to the network. The registration application will be developed at no cost to the Alabama Board of Nursing, but will have a transaction fee associated with each transaction.

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#### MONTH IN REVIEW

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Total August AI Network Transactions	227,173
Average Successful Request per Day:	7,328
Total August alabama.gov Visitors:	295,251
Total August alabama.gov Page Views:	1,304,460
Total August alabama.gov Chats or Offline Messages from Live Help:	827

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## **OPERATIONS & ADMINISTRATION**

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In August, Alabama Interactive rehired a former project manager who had left the company in April due to the birth of her second child. Tara Littleton will rejoin our staff in September and resume most of her previous responsibilities as well as take on several others.

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## **OTHER BUSINESS/IN CLOSING**

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In closing, August was a busy month for us with the start of renewal season for many agencies. We look forward to an exciting September with the announcing of the results for the Best of Web competition and the NIC marketing conference.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1989, or email at [sloane@alabamainteractive.org](mailto:sloane@alabamainteractive.org)

Respectfully Submitted,

Sloane Wright